







Mark Wilson

6/12/09

State Director

Office of Career and Technical Education

700 Governors Drive

Pierre, SD 57501-2291

Dear Mark:

Southeast Technical Institute (STI) requests approval to reinstate a one-year diploma program effective for the school year 2009-2010. Along with the reinstatement, we request a name change to bring this program into line with current terminology and more accurately reflect the nature of the employment options.

The diploma to be reinstated is Health Unit Coordinator under the new name of Health Information Services. The curriculum has been updated to meet the needs of the healthcare industry. We have added computerized health systems as well as insurance, billing and coding to give the graduate a broad understanding of healthcare and make them more marketable.

We know that this program appeals to the person who may not wish to be involved in direct patient care, but wants to be employed in health care in an indirect capacity. Working with healthcare information is a very important aspect of the healthcare industry and of taking care of the patient.

Please refer to the enclosed documents and we thank you for your consideration in this matter. I will be happy to respond to any questions, so call (605-367-4730) or e-mail (patricia.bortnem@southeasttech.edu) as needed.

Sincerely,

Patricia L. Bortnem

Director of Health, Southeast Technical Institute

Cc: Jeff Holcomb, Jim Jacobsen, Craig Peters



HEALTH INFORMATION SERVICES (HIS) Program Description

The Health Information Services program will prepare the graduate to manage and coordinate the flow of patient information in a health care setting. Students will be given a good basic understanding of the many different types of Health Care information including computerized Health Systems, scheduling, insurance, billing and coding for reimbursement and medical records management. They will also perform nondiscretionary functions associated with health care agencies. This is a 9 month diploma program and graduates may be employed by hospitals, general and specialty clinics, long term care, home health agencies, chiropractic, optometry and dental offices in areas such as patient units, admissions, registration, reception, clerical and administrative support, scheduling, and patient accounts. There is a 6 week internship at the end of the second semester in a health care facility where the student will work under the direct supervision of a department manager.

Rational for Program Return

Healthcare is the number one employer of people in Sioux Falls, and known nationwide for being a source of employment now and in the future. The need for competent people to deal with healthcare information has never been greater. The financial health of healthcare facilities depends on the accuracy of people maintaining the records and communication with the agencies that fund health care. Southeast Tech put the program on hold after it was discovered that many students would "job out" even before the completion of the program, resulting in low graduation rates. It was harder to market the program under the previous name as people often did not understand the nature of the work and because it was geared specifically to hospital departments. The new name and curriculum will allow students to have an excellent general knowledge of patient information systems and will allow for some flexibility to finish the diploma even if they are hired during the second semester. It will also give students a broad basic knowledge that will allow them to be transitioned into other systems that are specific to a certain facility.

HEALTH INFORMATION SERVICES (1 year diploma program)

Semester 1 (FALL)

HC 110	Basic Anatomy	3
HC 113	Medical Terminology	2
CIS 101	Computer Essentials	2
CIS 100	Keyboarding (Standard is 40 cwam.	
	Please see student services about testing out)	2
HC 114	Health Care/ Human Relations	3
COMM 102	Communication in the Workplace	3
HIS 101	Intro to Health Information Services	2
SSS 100	Student Success Seminar	<u>2</u>
		19
Semester 2 (SP	RING)	
HIS 119	Computerized Health systems	3
HIS 121	Insurance/Billing/coding	3
HIS 122	Techniques and transcription	3
HIS 124	Patient Flow and Patient services	2
HIS 130	Clinical Preceptorship	<u>6</u>
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HEALTH INFORMATION SERVICES COURSE DESCRIPTIONS—New Courses Only

HIS 101—Intro to Health Information Services (2 credits)

This course is designed to introduce Health Information Services student to the basic principles and practices of their career. It will include brief overviews of all the courses and job responsibilities and that are needed to study and work in Health Information Services. This will include learning and understanding the terminology associated with working with patient information as well as the laws and guidelines concerning confidentiality and professional ethics associated with a career in this area. There will be tours, guest speakers and other exploration activities to familiarize the students with a good, basic, overall knowledge of healthcare and how it relates to Health Information Services.

HIS 119—Computerized Health Systems (3 credits)

This course provides the student with a good basic understanding of how the computer is used in the healthcare industry to process information. It will allow the student to have hands on experience with managing computerized systems that allow entry for record keeping and documentation in the many hospital departments that contribute to the patient's healthcare experience. These include therapeutic, diagnostic, treatment, business, patient care and all other departments that are a part of the healthcare delivery system. It will allow the student to more easily adapt to the individual computer systems used by agencies involved in healthcare.

HIS 121—Insurance/Billing/Coding (3 credits)

This course allows students to perform basic diagnostic and procedural coding according to nationally accepted guidelines. It will give them a basis for performing coding skills for reimbursement and documentation in the world of work. The course also offers a good overview of billing and reimbursement for Medicare, Medicaid, and a variety of other payment systems and providers. It will also provide the student with the skills to communicate with agencies involved in patient financial services.

HIS 122—Techniques and Transcription (3 credits)

This course provides the student both lecture and lab experiences with the use of communication equipment, reception and basic skills needed to perform the non-patient care activities of a facility. It also allows the student to continue to become increasingly skilled in keyboarding techniques and procedures as they apply to medicine, medical terminology and the utilization of actual medical dictation.

HIS 124—Patient Flow and Patient Services (2 credits)

This course is designed for the prospective Health Information Services employee to learn the attitudes, professionalism, leadership and dependability required to be successful in this career. This course will give the student a better understanding of the significance of the patient experience to that individual, and how their behavior plays a big part in that experience. It also provides the student both lecture and lab experiences in scheduling both staff and patients. It will familiarize the student with the different departments in the healthcare setting and the procedures and treatments provided by these departments. Customer service will be a primary theme of this course.

HIS 130—Clinical Preceptorship (6 credits)

This course provides approximately 240 hours of Health Information Services clinical Experience at an affiliated healthcare facility where the student will be supervised by an assigned employee working in the department. They will be under the supervision of the manager of that department. There will be some flexibility allowed as to the type of healthcare delivery system the student chooses. The program advisor will coordinate the clinical schedules and manage the clinical evaluations.

Labor Information:

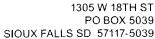
According to the US Department of Labor, Bureau of Labor Statistics, Occupational Statistics information, Health Information Services graduates would be eligible for a wide variety of careers. Below is a general sampling of the types of employment positions and types of salaries students who complete the Health Information Services program could receive. Conversations with one of the major hospitals in Sioux Falls indicated that a student in this program would be preparing for any of 300—500 jobs in their Health System alone.

SOC Code	SOC Title	2008 Hourly Average Wage	2008 Annual Average Wage
31-9099	Healthcare Support Worker	\$14.43	\$30,010
43-6013	Medical Secretary	\$14.87	\$30,930
43-9041	Insurance claims and processing clerks	\$15.29	\$31,800
43-9199	Office and Administrative Support	\$14.78	\$30,730
43-4199	Information/Records Clerks General Medical/Surgical Hospitals	\$14.64	\$30,450

Methodology

Southeast Technical Institute would offer the Health Information Services Program as a traditional day offering.

Letters of Support: Attached



Phone: (605) 333-1000 www.sanfordhealth.org



June 16, 2009

Mark Wilson, State Director Office of Career and Technical Education 700 Governors Drive Pierre, SD 57501-2291

Dear Mr. Wilson:

Sanford USD Medical Center has a proud history of serving patients and providing well trained health care workers to the area and region. We have worked closely with Southeast Technical Institute (STI) over the years to meet the demand for skilled workers in concentrated areas.

It is because of this partnership that we are proud to be able to declare support for STI's proposal to develop the Health Information Services program that has the potential to reach many people interested in working in the healthcare industry. Currently, we have job openings that require the skills the Health Information Services program would provide. Some examples of these are registrar and registration positions as well as reception, health unit coordinators and specialists in our accounting and insurance departments.

Workforce development has always been a priority at Sanford, and it is even more important during the current economy to reach unemployed and displaced workers as well as high school students. We support our long time partner, Southeast Technical Institute, in securing this new program and will provide clinical preceptor experience based on our capacity to do so.

Thank you for considering these comments in support of this program at STI.

Sincerely,

Orlen Tschetter, MBA

Vice President

Facilities, Business, & Workforce Development

Sanford USD Medical Center



800 East 21st Street P.O. Box 5045 Sioux Falls, SD 57117-5045 (605) 322-8000

www.averamckennan.org

June 16, 2009

Mark Wilson, State Director Office of Career and Technical Education 700 Governors Drive Pierre, SD 57501-2291

Dear Mark:

Avera McKennan Hospital and University Health Center together with Southeast Technical Institute have been successful partners for many years. It is with great pride that we offer our support to Southeast in adding the Health Information Services program to its list of thriving health programs. We know that there is a strong need in the medical community for trained people in the area of patient support services such as registration, scheduling, patient flow, admissions, registration, administrative support and other areas that are involved with patient information and communication. Training people on the job who have no background in these areas is costly and time-consuming. Having an employee pool with a good basic understanding of computerized health systems, reimbursement, and scheduling could help us in many areas of the hospital and our clinics and specialty areas.

With the state of the economy the way it is today and the competition for jobs, it is important for applicants to have training beyond high school that separates them from the majority of applicants. We gladly give our support to the addition of the Health Information Services program at Southeast Technical Institute.

Sincerely.

Bili McLean

Sr. Vice President of Human Resources

Ann McKay Thompson

Director of Workforce Development